### WHAT IS C.A.R.E.?

- C.A.R.E. STANDS FOR <u>CUSTOMER</u>
  <u>AUTOMATION</u> AND <u>REPORTING</u>
  ENVIRONMENT
- AN ELECTRONIC DATA INTERCHANGE
  (EDI) SYSTEM DESIGNED FOR

  <u>ESTABLISHING, MAINTAINING</u>, AND

  <u>PAYING</u> GOVERNMENT PURCHASE CARD

  ACCOUNTS ON-LINE (<u>COMPUTER TO</u>

  <u>COMPUTER</u>)

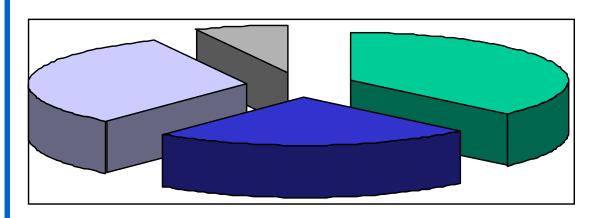
### WHY C.A.R.E.?

- TO GET IMPAC BILLING ACCOUNT STATEMENTS PAID <u>FASTER</u>
- THE FASTER THE BILL GETS PAID, THE <u>LARGER THE REBATES</u> PAID TO THE US ARMY BY US BANK
- TO INCREASE INTERNAL SAVINGS
  TO THE PAYMENT PROCESS

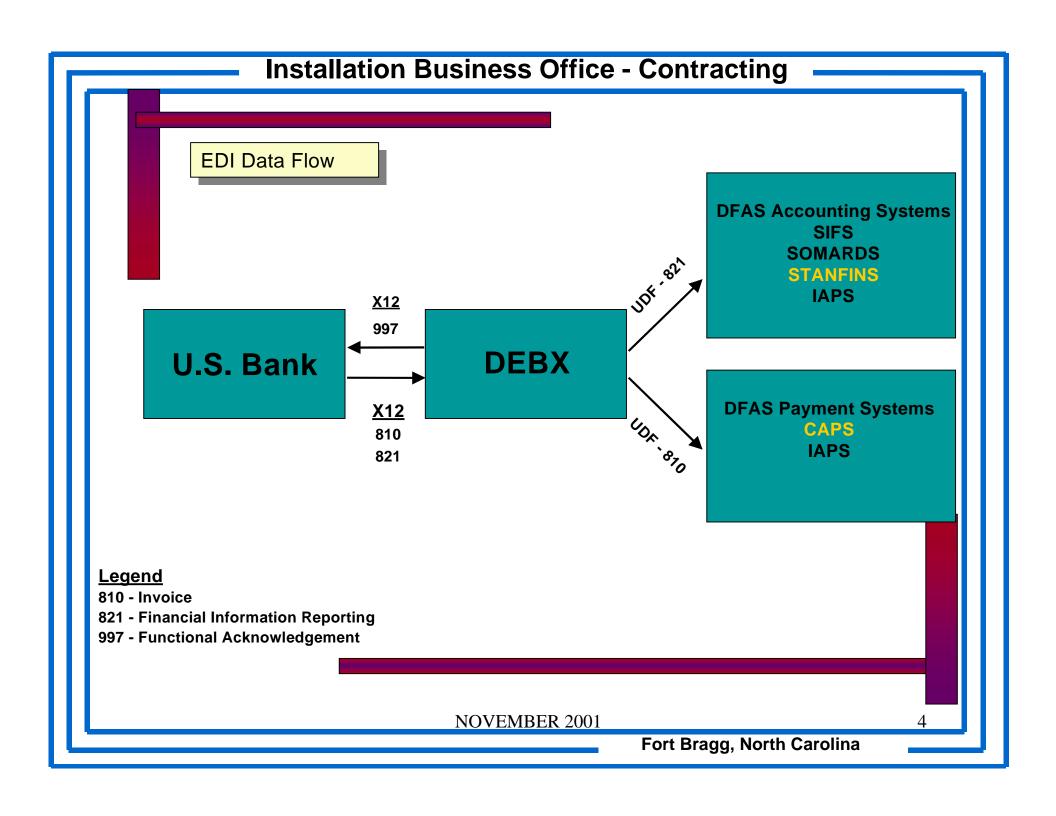
**NOVEMBER 2001** 

## FY 2000 DOD STATISTICS

**IMPAC EXPENDITURES- 95% CARD USAGE** 



- ARMY
- AIR FORCE
- NAVY
- DOD
  AGENCIES
- •ARMY-\$2,054,983,547
- NAVY- \$ 1,766,425,356
- AIR FORCE- \$ 1,309,428,387
- DOD AGENCIES- \$ 378,396,624



### REBATES

• CURRENT REBATE EARNED THROUGH 30 DAY PROMPT PAYMENT RULE-



### .57% OF SALES VOLUME

• ESTIMATED REBATE TO BE EARNED THROUGH 8 DAY TARGETED PAYMENT PERIOD-.93% OF SALES VOLUME

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### **INTERNAL SAVINGS**

• CURRENT COSTS TO PAY EACH LINE OF ACCOUNTING- \$16.46

• ESTIMATED COST TO PAY EACH LINE OF ACCOUNTING THROUGH C.A.R.E. EDI SYSTEM- \$6.00

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# WHAT ARE THE SYSTEM REQUIREMENTS?

- Windows 95 or higher required
- Memory: 32 MEG
- Processor speed: 133 MHZ or higher
- Netscape browser: 4.5 or higher
- Internet Explorer browser: Must be 4.01 with service pack 1 or higher with 128 bit encryption

# HOW DO I ACCESS C.A.R.E.?

 CONTACT YOUR ACCOUNT MANAGER FOR PASSWORDS

**EVERY 30 DAYS** 

• ONCE YOU ACCESS THE C.A.R.E. SYSTEM, YOU WILL BE REQUIRED TO CHANGE YOUR PASSWORD

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# PASSWORD REQUIREMENTS

• MUST BE <u>8-12 CHARACTERS IN</u>
<u>LENGTH</u>- AT LEAST <u>ONE NUMERIC</u>
CHARACTER REQUIRED

• NO CHARACTERS AS &, %, \$, #



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# WHAT IF I FORGET MY PASSWORD?

- YOU MUST CONTACT US BANK TO HAVE THE PASSWORD RESET
- US BANK <u>1-888-994-6722</u>
- YOU MAY ALSO CONTACT THE C.A.R.E. TECHNICAL SUPPORT HELP DESK AT 1-800-254-9885 MENU OPTIONS 1-1-3

# HELPFUL WEBSITE Usbank.

#### **WEB-BASED TRAINING SITE AT**

https://wbt.care.usbank.com

- CONTACT YOUR IMPAC ACCOUNT MANAGER FOR A USERID/PASSWORD
- TECHNICAL SUPPORT (800) 254-9885

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## **CERTIFICATION PROCESS**

• CARDHOLDER TRANSACTIONS CAN BE APPROVED ANYTIME DURING THE MONTH IN C.A.R.E.

• APPROVING OFFICIAL STATEMENTS
CAN ONLY BE APPROVED AFTER THE
END OF THE BILLING CYCLE (23RD DAY
OF EACH MONTH)

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# CERTIFICATION PROCESS CONT'D

- ALL CARDHOLDER TRANSACTIONS
  MUST BE APPROVED BEFORE AN
  APPROVING OFFICIAL CAN CERTIFY THE
  MONTHLY STATEMENT
- ALL CARDHOLDER TRANSACTIONS
  MUST BE APPROVED WITHIN 15 DAYS
  FOLLOWING THE END OF THE BILLING
  CYCLE. CARDHOLDERS WILL BE
  LOCKED OUT AFTER THIS PERIOD

# CERTIFICATION PROCESS CONT'D

ONCE THE 15 DAY CARDHOLDER APPROVAL PERIOD HAS EXPIRED, THE APPROVING OFFICIAL MUST ACCESS

AND APPROVE ALL CARDHOLDER

**TRANSACTIONS PRIOR TO CERTIFYING** 

THE MONTHLY STATEMENT



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## **DISPUTE FUNCTIONS**

FORT BRAGG WILL CONTINUE TO OPERATE UNDER THE "PAY AND CHASE" SYSTEM. ANY DISPUTABLE CHARGES MUST BE PAID FIRST, AND DISPUTED LATER WITHIN THE 60 DAY END OF CYCLE PERIOD- DO NOT DISPUTE ANY CARDHOLDER TRANSACTIONS IN C.A.R.E.

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# DISPUTE FUNCTIONS CONT'D

- CARDHOLDERS MUST ATTEMPT TO WORK WITH VENDORS FIRST TO CORRECT DISPUTED CHARGES
- IF A VENDOR DOES NOT CORRECT THE DISPUTED CHARGE IN A TIMELY MANNER, THE CARDHOLDER SHOULD SUBMIT A CARDHOLDER STATEMENT OF QUESTIONED ITEM FORM TO US BANK FAX (701) 461-3466

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# ALTERNATE LINES OF ACCOUNTING

- WILL EVENTUALLY REPLACE SEPARATE REQUIREMENT IMPAC CARDS
- EXAMPLE: SOME UNITS HAVE CARDHOLDERS WHOSE IMPAC CARDS ARE ISSUED FOR PRINTING, TRAINING, AND OTHER EXCLUSIVE PURPOSES
- THIS C.A.R.E. FEATURE IS CURRENTLY NOT AVAILABLE TO CARDHOLERS

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### **SYSTEM REJECTS**

ALL C.A.R.E. CERTIFICATION
REJECTS MUST BE MANUALLY
CORRECTED BY YOUR IMPAC
ACCOUNT MANAGERIMMEDIATELY NOTIFY YOUR
ACCOUNT MANAGER WHEN THIS
OCCURS

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